

County of Los Angeles – Department of Mental Health  
Service Area 3

Quality Improvement Committee Meeting

October 15, 2012

9:30 – 11:30 am

**AGENDA**

- |     |   |                    |
|-----|---|--------------------|
| I   | Welcome and Introductions   | Bertrand Levesque  |
| II  | Review of the Minutes   | Bertrand Levesque  |
| III | Review of Email Address   | Elizabeth Owens    |
| IV  | QIC Chair and Co-Chair DMH Meeting,<br>Vision, Ideas, Feedback, Information,<br>Discussion, Liaison | Bertrand Levesque, |

**Quality Improvement**

- |     |                                   |                     |
|-----|-----------------------------------|---------------------|
| I   | Quality Improvement Clarification | Melody Taylor Stark |
| II  | Link to Quality Improvement       | Melody Taylor Stark |
| III | Quality Improvement Work Plan     | Melody Taylor Stark |
| IV  | Update = Provider Directory       | Bertrand Levesque   |

**Quality Assurance Liaison Meeting**

- |     |                                 |                |
|-----|---------------------------------|----------------|
| I   | Quality Assurance Clarification | Gassia Ekizian |
| II  | Link to Quality Assurance       | Gassia Ekizian |
| III | Audit = AB 3632                 | Gassia Ekizian |

**Other Issues**

- |      |   |                   |
|------|---|-------------------|
| I    | Sanction screening – Questions and<br>information, Implementation | Bertrand Levesque |
| II   | Id/Lic number = Assmt and Progress<br>Notes                       | Bertrand Levesque |
| III  | Waivered/Unlicensed Psychologists                                 | Bertrand Levesque |
| IV   | Audits – Reason for Recoupment                                    | Bertrand Levesque |
| V    | Code H0032 Clarification  | Bertrand Levesque |
| VI   | Announcement versus Agenda Items                                  | Bertrand Levesque |
| VII  | Announcement  | All               |
| VIII | Adjournment   | Bertrand Levesque |

**Next Meeting: November 21, 2012 at Enki, 3208 Rosemead Blvd  
2<sup>nd</sup> Floor  
El Monte, Ca. 91731  
(626) 227 7014**



**COUNTY OF LOS ANGELES- DEPARTMENT OF MENTAL HEALTH**  
**Service Area 3**  
**Quality Improvement Committee Meeting**  
**October 17, 2012**

Gloria Santos	<b>Almansor MH</b>	Gassia Ekizian	<b>Foothill Family</b>
Makan Emadi	<b>Arcadia MH</b>	Beth Foster	<b>Hillsides</b>
Mirtala Parada Ward	<b>Arcadia MH</b>	Eric Stewart Majors	<b>Hathaway-Sycamores</b>
Fernando Reyes	<b>Bienvenidos</b>	Stella Tam	<b>Heritage Clinic</b>
Mark Rodriguez	<b>Bridges</b>	Kevin Minor	<b>Homes for Life Found.</b>
Leslie Shrager	<b>Children's Bureau</b>	Poonam Natha	<b>Leroy Haynes Center</b>
Suzanne Brodsky	<b>Crittenton</b>	Mary CiFuentes	<b>Maryvale</b>
Paula Randle	<b>David &amp; Margaret</b>	Nicole Unrein	<b>Pacific Clinics</b>
Bertrand Levesque	<b>DMH</b>	Claudia Williams	<b>Prototypes I-Can</b>
Claudia Fierro	<b>DMH</b>	Judy Law	<b>PUSD</b>
Greg Tchakmakjian	<b>DMH</b>	Rebecca deKeyser	<b>SG Children's Center</b>
Marc Borkheim	<b>DMH</b>	Elizabeth Owens	<b>Tri-City MH</b>
Ivy Nguyen	<b>DMH</b>	Natalie Majors	<b>Tri-City MH</b>
Linh Hua	<b>D'Veal</b>	Laura Morales	<b>Tri-City MH</b>
Windy Luna-Perez	<b>Etti Lee Homes</b>	James Adams	<b>Trinity</b>
Melody Taylor Stark	<b>Five Acres</b>	Hanh Truong	<b>Crittenton</b>
Karen Sammon	<b>Five Acres</b>	Brenda Washington	<b>DMH</b>

**WELCOME**

Bertrand Levesque welcomed the group followed by self-introductions.

**REVIEW OF THE MINUTES**

The minutes were reviewed and accepted with two changes. A correction to the name of Stephanie Schneider as oppose to Leslie Schneider. On page 3 (bottom), the word "must" was replaced by the word "much." The minutes were accepted by Mary CiFuentes and seconded by Mark Rodriguez.

**SIGN-IN SHEET UPDATE**

Elizabeth Owens, QIC Secretary updated the email contact list and will reformat the sign-in sheet for the next meeting.

**DMH POLICY**

Bertrand discussed the reinforcement of the structure of the QIC meeting as required by the Quality Improvement Program Policy. 105.1. A DMH person facilitates the meeting with Co-Chairs. Pertinent issues are addressed and accepted so if you have a specific topic you would like placed on the Agenda or have QA/QI questions, email Bertrand.

## **ANNOUNCEMENTS & AGENDA ITEMS**

Announcements are for everyone but Agenda Items are important issues that need to be listed each month. Contact Bertrand for Agenda items you would like addressed for each QIC meeting.

## **QUALITY IMPROVEMENT = Melody Taylor**

Melody clarified the definition of the Quality Improvement as a system that works to enhance the quality of services. She reviewed how it supports the Local Mental Health Plan (LMHP) for both Directly Operated and Contract Providers.

She noted the LMPH Quality Improvement Work Plan that focuses on monitoring of service capacity, response to community needs, accessibility of services, beneficiary satisfaction, monitoring of clinical issues, continuity of care, and provider appeals.

Members were encouraged to become familiar with the Quality Improvement Handbook and the current Work Plan Goals.

## **QUALITY IMPROVEMENT WEBSITE**

**<http://psbqi.dmh.lacounty.gov/QI.htm>**

A comprehensive list of links can be found at the website including the Quality Improvement Handbook, Work Plan, and QI reports.

## **PROVIDER DIRECTORY**

Review and make changes. Deadline is Friday, October 19<sup>th</sup>. Send Bertrand an email for updates.

## **QUALITY ASSURANCE = Gassia Ekizian**

Quality Assurance focuses on medical system reviews and other audits; clinical records; Medical certification; professional licenses and waiver process; documentation and other claiming issues.

## **QUALITY ASSURANCE WEBSITE**

**<http://psbqi.dmh.lacounty.gov>**

A long list of links can be found at the website including all the bulletins and forms.

## **AUDITS - AB 3632**

-4 agencies experienced the audit

-Audit period – 2006/2007 Fiscal Year

- DMH provided a list of claims that needed to be validated by providing supporting documentation including notes, DMH AB Assessments and IEPs.
- Issues identified included the use of H2015, Crisis Codes, and presence of IEP with Mental Health Service stated and presence of DMH Assessments.

### **SANCTION SCREENING = Bertrand Levesque**

Each agency must establish internal policy and procedures. Agencies need to decide how conservative they need to be as well. Members can Google OIG Sanction Screenings to locate potential third party vendors that will conduct the screenings for a fee.

### **ID# CLINICIANS**

BBS numbers for clinicians has to be printed on progress notes and on the assessment. The QA bulletin specified the progress note, but it must also be on the initial assessment. If the name, discipline and number are printed; you don't have to sign if it is an electronic signature. If an agency does not have an electronic health record, a handwritten signature is needed.

Electronic Health Record example:

Printed: Sally Jones, LMFT, 12345

electronic signature, or hand written signature - *Sally Jones*

No Electronic Health Record example:

Printed: Sally Jones, LMFT, 12345

Signature: *Sally Jones*

### **WAIVERED/UNLICENSED PSYCHOLOGISTS**

Under DMH – Directly Operated – the Board of Psychology does not require psychologists to be registered. The Board of Psychology does require waived psychologists to be registered. Agencies need to register their psychologists with the Board of Psychology.

### **REASONS FOR RECOUPMENT**

This document was passed out to members for review and compliance. Bertrand went over the document for clarity and guidance.

### **ANNOUNCEMENT**

Robin Washington, DMH Quality Assurance – Lead for SPA3

The protocol for quality assurance inquiries is as follows: supervisor→Bertrand→Robin

### **ADJOURNMENT**

Bertrand thanked everyone for attending and adjourned the meeting at 11:40 a.m.

Minutes recorded by: Elizabeth Owens  
Quality Improvement Committee

### **Next Meeting:**

The next meeting will be November 21, 2012 (9:30 a.m. – 11:30 a.m.) at ENKI, 3208 Rosemead Blvd., 2<sup>nd</sup> Floor, El Monte, CA 91731. Telephone: (626) 227-7014.

